

IN THE
UNITED STATES PATENT AND TRADEMARK OFFICE

Inventor(s): Timothy L. Goldstein

Confirmation No.: 9628

Application No.: 09/909,329

Examiner: Edelman, Bradley

Filing Date: 07/19/2001

Group Art Unit: 2153

Title: APPARATUS AND METHOD FOR PROVIDING CUSTOMER SERVICE

Mail Stop Amendment
Commissioner for Patents
PO Box 1450
Alexandria, VA 22313-1450

TRANSMITTAL LETTER FOR RESPONSE/AMENDMENT

Sir:

Transmitted herewith is/are the following in the above-identified application:

- (X) Response/Amendment () Petition to extend time to respond
(X) New fee as calculated below () Supplemental Declaration
() No additional fee
() Other: _____ (fee \$ _____)

CLAIMS AS AMENDED BY OTHER THAN A SMALL ENTITY						
(1) FOR	(2) CLAIMS REMAINING AFTER AMENDMENT	(3) NUMBER EXTRA	(4) HIGHEST NUMBER PREVIOUSLY PAID FOR	(5) PRESENT EXTRA	(6) RATE	(7) ADDITIONAL FEES
TOTAL CLAIMS	25	MINUS	21	= 4	X \$50.00	\$ 200.00
INDEP. CLAIMS	4	MINUS	3	= 1	X \$200.00	\$ 200.00
[] FIRST PRESENTATION OF A MULTIPLE DEPENDENT CLAIM					+ \$300	\$ 0
EXTENSION FEE	1ST MONTH \$110.00	2ND MONTH \$430.00	3RD MONTH \$980.00	4TH MONTH \$1530.00		\$ 0
OTHER FEES						\$
TOTAL ADDITIONAL FEE FOR THIS AMENDMENT						\$400.00

Charge \$ 400.00 to Deposit Account 08-2025. At any time during the pendency of this application, please charge any fees required or credit any overpayment to Deposit Account 08-2025 pursuant to 37 CFR 1.25. Additionally please charge any fees to Deposit Account 08-2025 under 37 CFR 1.16 through 1.21 inclusive, and any other sections in Title 37 of the Code of Federal Regulations that may regulate fees. A duplicate copy of this sheet is enclosed.

I hereby certify that this correspondence is being deposited with the United States Postal Service as first class mail in an envelope addressed to: Commissioner for Patents, Alexandria, VA 22313-1450.

Date of Deposit: 12/17/2004

Typed Name: Shana L East

Signature: Shana L East

Respectfully submitted,

Timothy L. Goldstein

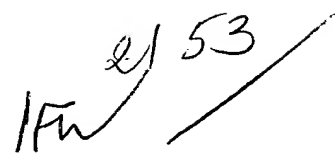
By Jon E. Holland

Jon E. Holland

Attorney/Agent for Applicant(s)

Reg. No. 41,077

Date: 12/17/2004



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Docket No.: 10007815-1

01 FC:1202	200.00	DA
02 FC:1201	200.00	DA